THE MINISTER OF STATE OF THE MINISTRY OF COMMERCE (DR. BOLLA BULLI RAMAIAH): (a) No, Sir. There is no proposal in the Ministry at present, to conduct such a study.

(b) to (d) In view of the above, it does not arise.

[English]

Export of Spices

1772. SHRI R. SAMBASIVA RAO: Will the Minister of COMMERCE be pleased to state:

(a) whether spices board has launched an innovative schemes to promote the quality spices exports with better packing of consumer packets by introducing a 'logo mark', which will vouch for the quality and Indian-ness of spices;

(b) if so, whether the board has specified certain norms for the quality of the products, processing and packing materials;

(c) if so, the extent to which these steps have promoted exports of spices; and

(d) the other steps the Government propose to take to promote quality spices to be more attractive in the Foreign Countries?

THE MINISTER OF STATE OF THE MINISTRY OF COMMERCE (DR. BOLLA BULLI RAMAIAH): (a) Yes, Sir. Government/Spices Board has launched a scheme to promote exports of quality spices, with improved packaging, in consumer packs by awarding a quality certification "Indian Spice Logo" as a mark of quality and Indianness.

(b) Yes, Sir. The logo mark is awarded only on fulfilment of certain prescribed norms and conditions for hygienic processing, packaging and product quality.

(c) The scheme has created an awareness on quality of Indian spices among buyers/consumers in the overseas markets. Exports of spices in consumer packs with "logo" was 700 tonnes in 1996-97 as compared to 340 Tonnes and 166 Tonnes during 1995-96 and 1994-95 respectively.

d) Apart from the general trade policy reforms, the steps taken to enhance export of spices are, abolition of cess on export of pepper (except green pepper in brine), cardamom, saffron and spice oils and oleoresins to enhance its price competitiveness in the overseas markets; implementation of brand promotion schemes like logo promotion; grant of spice house certificate as a recognition of processor/exporters of quality products; setting up of laboratories for testing of products; technology transfer; process upgradation and product development.

Compensation to Legal Heirs of the Deceased Coal Mine Workers

1773. SHRI ANIL BASU: Will the Minister of COAL be pleased to state:

(a) the number of coal workers who lost their lives in coal mines accidents during each of the last three years-subsidiary-wise;

(b) whether compensation has been paid to all the legal heirs of the deceased workers;

(c) if so, the details thereof, subsidiary-wise;

(d) if not, the reasons therefor;

(e) whether employment has been offered to the legal heirs of the deceased workers; and

(f) if so, the details thereof, subsidiary-wise and year-wise?

THE MINISTER OF STATE OF THE MINISTRY OF COAL (SHRIMATI KANTI SINGH): (a) The number of coal workers who lost their lives in coal mines accidents during the last three years (1994, 1995 and 1996) in Coal India Limited (CIL) subsidiary-wise and Singareni Collieries Company Limited is given below:

Company	No. of persons lost lives		
	1994	1995	1996
CIL			
ECL	79	20	20
BCCL	37	105	36
CCL	22	22	19
NCL	5	5	2
WCL	18	10	9
SECL	23	23	15
MCL	1	9	7
NEC	–	1	3
Total	185	195	111
SCCL	50	21	29

(b) to (f) Information is being collected and will be laid on the Table of the House.

Abbreviations:

CIL : Coal India Limited
ECL : Eastern Coalfields Limited
BCCL : Bharat Coking Coal Limited
CCL : Central Coalfields Limited
NCL : Northern Coalfields Limited
WCL : Western Coalfilelds Limited
SECL : South Eastern Coalfields Limited

MCL : Mahanadi Coalfields Limited

NEC : North Eastern Coalfields Limited

SCCL : Singareni Collieries Company Limited

Banks Ombudsman

1774. SHRI SURESH R. JADHAV: Will the Minister of FINANCE be pleased to state:

(a) whether Reserve Bank had launched Banking Ombudsmen Scheme for quick and inexpensive redressal of grievances and resolve the complaints of customers;

(b) the details of Ombudsmen appointed under this scheme, so far, State-wise;

(c) the number of customers complaints disposed of under the scheme so far; and

(d) the extent to which the banking Ombudsmen helped to improve the services being rendered by the Public Sector Banks?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) Yes, Sir.

(b) Under the Ombudsmen Scheme announced on 14.6.95, the Reserve Bank of India (RBI) has so far appointed 14 (fourteen) Ombudsmen centres, the details of which are placed below as per the Statement attached.

(c) Since the inception of the scheme till 31.3.97, the Banking Ombudsmen have disposed of 2253 complaints out of 2902 complaints which has been received and appear to relate to the jurisdiction of Ombusdmen.

(d) The Banking Ombudsman Scheme has by and large prompted banks to streamline their internal complaints redressal mechanisms/procedures.

Statement

Banking Ombudsman Scheme, 1995

Sr. No.	Name of the Banking Ombudsman	Jurisdiction/States
1	2	3
1.	Shri B.N. Shetye	Maharashtra & Goa
2.	Shri A.K. Pandya	Madhya Pradesh
3.	Shri B.L. Chadha	Delhi, Haryana and Jammu & Kashmir, Dist. of Ghaziabad in U.P.
4.	Shri J.C. Lynn	Karnataka
5.	Shri R.C. Kapur	Himachal Pradesh, Punjab & U.T. of Chandigarh
6.	Shri R.K. Ragala	Andhra Pradesh
7.	Shri J.P. Sharma	Bihar
8.	Shri O.P. Sodhani	Rajasthan
9.	Shri G.C. Agarwal	U.P. (Excluding Distt. Ghaziabad)
10.	Shri H.N. Das	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland & Tripura.
11.	Dr. Sitakant Mahapatra	Orissa
12.	Shri R. Ramalingam	Tamil Nadu, Pondicherry, U.T. of Andaman & Nicobar Islands
13.	Shri S.L. Bose	West Bengal & Sikkim
14.	Shri S.A. Kamath	Gujarat, Dadra & Nagar Haveli, Daman & Diu.

[Translation]

Voluntary Retirement Scheme in Instrumentation Limited

1775. VAIDYA DAU DAYAL JOSHI: Will the Minister of INDUSTRY be pleased to state:

(a) the date from which the Voluntary Retirement Scheme has been implemented in the Instrumentation Limited, Kota and the names of employees given gratuity amount alongwith the amount of gratuity provided in each case;

(b) whether the department has any plan to make this scheme more lucrative; and

(c) if so, the details thereof?

THE MINISTER OF INDUSTRY (SHRI MURASOLI MARAN): (a) Voluntary Retirement Scheme was introduced in Instrumentation Ltd. In February, 1991. Information in respect of employees given gratuity is being compiled.

(b) No, Sir.

(c) Does not arise.

12.01 hrs.

PAPERS LAID ON THE TABLE

[English]

Statement regarding Review of the Working and Annual Report of the Omnibus Industrial Development Corporation of Daman Diu etc.

THE MINISTER OF INDUSTRY (SHRI MURASOLI MARAN): I bag to lay on the Table:-